

Public Buildings

City of Newton Performance Management
May 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Clean and maintain City buildings					
		# of Work Orders Requested	633	300	333
		# of Work Orders Completed	708	325	383
		# of Work Orders Completed Per Day Per Craftsman	3.93	2	1.93
		Number of outstanding workorders	378	725	347
		% of emergency or safety requests completed within 24 hours	100	100	0
		% of high priority requests completed within 24 hours	80	95	15
		% of medium or low priority work requests completed within 7 days	77	90	13
2. Manage utility and energy upgrades and consumption					
		% reduction in Electricity Consumption from FY08	20	20	0
		% reduction in Natural Gas Consumption from FY08 (yearly)	-30	10	40
		% reduction in Oil Consumption from FY08 (yearly)	75	85	10
3. Plan, implement, and oversee capital projects					
		% of capital projects under budget	86	95	9
		% of capital projects on schedule	77	95	18

Notes

Building Maintenance Data comes from the month prior to the reporting period.
Additional natural gas consumption is a result of heating system conversions from oil to gas, a cleaner and "greener" fuel source.